

Administrative Vendor - Performance Report November 2006

Access for Infants and Mothers Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Completeness determination of applications within three (3) business days after receipt from SPE.	99%	100%	1,280 out of 1,280 applications
Data transmissions to participating plans ten (10) calendar days prior to subscriber's effective date of coverage (Mothers only).	99%	99.4%	945 out of 951 data transmissions
AIM Members-Only Toll-free line (1-800-433-2611) Line busy rate.	3%	0%	3 blocked out of 14,105 calls attempted*
AIM Members-Only Toll-free line (1-800-433-2611) Line abandon rate.	3%	1.8%	260 abandoned calls out of 14,105 incoming calls*
AIM Members-Only Toll-free line (1-800-433-2611) Seconds to live voice.	85% in 25 seconds	87.2%	10,366 calls answered in 25 seconds out of 12,164 calls answered*
AIM Members-Only Toll-free line (1-800-433-2611) Voice mail calls returned within two (2) business days	100%	100%	39 returned in 2 days out of 39 total voice mails

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.

Administrative Vendor - Quality and Accuracy Performance Report October 2006

Access for Infants and Mothers Program Quality and Accuracy Standard	Goal	Level Met	Data Descriptions (of random sample)
Accuracy of eligibility determinations for Access for Infants and Mothers (AIM) applications received.	98%	99.2 %	352 applications with correct eligibility determinations out of 355 AIM applications

All Quality and Accuracy Standards are based on a monthly random sample and the performance level is based on the numeric values indicated in the data description. Reporting will be two months in arrears due to necessary processing and evaluation period for monthly random samples. While we are monitoring and reporting contractor performance, Quality and Accuracy standards are not yet contractually in effect until the November 2006 reporting period (which will be reported in January 2007). Contractor performance is being reported for information purposes only until the standards become effective.